



## Pinnacle Travel Services Pte Ltd

### CAREERS AT PINNACLE TRAVEL

Pinnacle Travel Services Pte Ltd has been in business since 1996. We are an accredited IATA BSP agent and active member of NATAS and IAGTO. Our core businesses cover more outbound than inbound travel focusing both FIT and GIT majoring leisure, companies and school groups, as well as worldwide air-ticketing serving both retail customer and corporate client, we are an enthusiastic golf tour operator, we are also a tourist visa agent and certified travel insurance agent.

You will have about 5 colleagues working together in the office; in office politic-free and joyful working environment. We are positive mindset people working here and our dynamic work team has strong working relationship bonding like a family. At Pinnacle Travel, it is our joy and satisfaction to serve both our external and internal customers, surpass customers' expectations and meet our external customers travel needs every day at work!

### CONSTANTLY IMPROVING.....

Pinnacle Travel endeavours to be a progressive forward looking business. For the past year, we have embarked on some projects to improve our human resource capability, partnering with professional HR consultants to develop HR systems and policies to better motivate and enable our team to excel in their work.

We are glad to report that we have established the following:

- An employee handbook, which documents and communicates clearly essential employment and work related issues, and staff benefits to our team.
- A performance management system which provides:
  - o a clear and objective basis of assessing the performance of our team
  - o an avenue to determine training and development needs of our individual team-mates
  - o a consistent and fair linkage to bonus payout and promotion that is performance-based

As we continue to grow, we are constantly seeking for people with positive mindset and dynamism to join us. Prospective candidates can look forward to the following:

- Working with a dedicated team of colleagues, in a joyful and close-knitted environment
- A career with diverse learning opportunities and a wide exposure to the tourism industry

## Travel Sales Staff

### Main Responsibilities :

- Provide customer service for travel related enquiries:  
Air-ticketing – premium, low cost and budget  
Outbound – free & easy, custom made and tour package  
Cruises, visa application and travel insurance
- Work out costing and prepare quotation for customer
- Handle air-ticketing reservation using GDS Amadeus
- Prepare information and billing document using Athena
- Tour leader service for incentive and outbound group
- Assist in partial operations work and packages update

### Requirements :

- Minimum 2 years relevant experience in Singapore's travel agency
- Knowledge in GDS Amadeus and Athena software is preferred
- Passionate in serving customer, positive and possess strong sales drive
- Able to converse in Mandarin when serving Mandarin speaking customer

### Working Hours :

Monday to Friday : from 9:30am to 7:00pm  
Saturday : from 9:30am to 4:00pm  
: Alternate Saturday off  
Sundays and Singapore Public Holidays : closed

**Entry Basic Salary** : Basic Salary : between S\$1,800 and S\$2,500  
Sales Incentive : 10% sales commission

**Benefits** : Staff's price travel, familiarization trip, group leading and industrial training

**keen to join our team and build your career in Pinnacle Travel?  
apply now. email to [hr@pinnacle-travel.com](mailto:hr@pinnacle-travel.com)**